



COMMONWEALTH OF MASSACHUSETTS DEPARTMENT OF TELECOMMUNICATIONS AND CABLE

D.T.C. 15-1

June 01, 2015

Petition of CoxCom, Inc. d/b/a Cox Communications to establish and adjust the basic service tier programming, equipment, and installation rates for the Town of Holland

FIRST SET OF INFORMATION REQUESTS FROM THE DEPARTMENT OF TELECOMMUNICATIONS AND CABLE TO COXCOM, INC. D/B/A COX COMMUNICATIONS

Pursuant to 801 C.M.R. §§ 1.01(10)(k)(2), the Department of Telecommunications and Cable ("Department") submits to CoxCom, Inc. d/b/a Cox Communications ("Cox") the following information requests.

Instructions

1. Each request should be answered in writing on a separate page with a recitation of the request, a reference to the request number, the docket number of the case, and the name of the person responsible for the answer.
2. These requests shall be deemed continuing so as to require further supplemental responses if Cox or its witness(es) receives or generates additional information within the scope of these requests between the time of the original response and the close of the record in this proceeding.
3. The term "provide complete and detailed documentation" means:

Provide all data, assumptions, and calculations relied upon. Provide the source of and basis for all data and assumptions employed. Include all studies, reports, and planning documents from which data, estimates, or assumptions were drawn and support for how the data or assumptions were used in developing the projections or estimates. Provide and explain all supporting work-papers.
4. The term "document" is used in its broadest sense and includes, without limitation, writings, drawings, graphs, charts, photographs, phono-records, microfilm, microfiche, computer printouts, correspondence, press releases, handwritten and/or typed notes, records, reports, bills, checks, articles from journals and/or other sources, e-mails, SMS text messages, blog postings, RSS feeds, web pages, social media postings such as Facebook and Twitter, and/or other data compilations from which information can be obtained and all copies of such documents that bear notations or other markings that differentiate such copies from the original.

5. If any one of these requests is ambiguous, notify the Department so that the request may be clarified prior to the preparation of a written response.
6. File an original and three copies of the responses with Sara J. Clark, Secretary of the Department not later than 5:00 P.M. on Monday, June 15, 2015.

Information Requests

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| D.T.C. 1-1 | Referring to Line J of Schedule C of the FCC Form 1205, please provide complete and detailed documentation explaining Cox's methodology and calculations used to determine the "Current Provision for Depreciation." |
| D.T.C. 1-2 | <p>Referring to Schedule C of the FCC Form 1205, please identify the following for Remotes, Addressable Boxes, cableCARDS, and DTAs:</p> <ol style="list-style-type: none">a. The number of units in service at the beginning of Fiscal Year 2013 Form 1205 period;b. The number of units added into service during the Fiscal Year 2013 Form 1205 period;c. The number of units removed from service during the Fiscal Year 2013 Form 1205 period;d. The useful life of a unit;e. The actual cost of acquiring a unit for the last three accounting periods used for the last three FCC Forms 1205 submitted by Cox to the Department. |
| D.T.C. 1-3 | Please identify the current total number of DTA and cableCARD units in service in the Town of Holland and the New England System. |
| D.T.C. 1-4 | Referring to Line B, Schedule C of the FCC Form 1205, please provide complete and detailed documentation explaining Cox's methodology and basis for determining the Total Maintenance Service Hours for DTAs. |
| D.T.C. 1-5 | Referring to Cox's Limit Basis Channel Line Up included with the FCC Form 1205 and Form 1240 filing, Cox lists 16 total channels for the projected period. However, Cox's website includes a channel listing for "TV Starter" includes 28 channels, plus 11 HD Channels for "TV Starter HD" and 4 option channels as a part of a Faith and Values Pak at no extra charge with "TV Starter" (available at http://www.cox.com/residential/tv/channel-lineup.cox). The monthly rate for TV Starter is listed at \$7.11 (available at http://www.cox.com/residential/tv/prices.cox), the same rate Cox in its |

Cover Letter notes it will present on the bill of Basic Service Tier Subscribers.

- a. Please explain this discrepancy between available channels and advertised channels for the “Starter TV” or “TV Starter” tier.
- b. Please provide a narrative detailing how Cox describes the difference between the advertised and offered services and include any documents Cox makes available to subscribers.

D.T.C. 1-6

Referring to Cox’s cover sheet for the FCC Form 1205 and Form 1240 Annual Filing, Cox indicates that the Basic Service Rate of \$10.11 is reflected on a subscriber’s bill as “Starter TV” with a portion of the rate broken out as a “Broadcast Surcharge.”

- a. Please provide a detailed narrative of how the rate for “Broadcast Surcharge” is calculated.
- b. Please provide a detailed narrative of how the “Broadcast Surcharge” is described or explained to subscribers.
- c. Please provide a sample subscriber bill showing the placement of the “Broadcast Surcharge.”
- d. Please indicate whether the “Broadcast Surcharge” is included on any rate card or other document made available to subscribers.
- e. Please provide a detailed narrative explaining why Cox has listed the “Broadcast Surcharge” on a web page detailing “Taxes and Fees for Cox Services” on its website, available at <http://cox.com/residential/support/billing-and-account/article.cox?articleId=b5528c70-9a3f-11e3-d5ce-000000000000>